



National Finance Center Customer Notification

Date of Notification: December 10, 2009

Subject: Nature of Actions (NOAs) Out of Sequential Order on IRIS Screen125 versus IRIS Screen 525 – Follow-Up

Database/Customer(s) Affected: All

Dear Customer:

This is a follow-up to the Customer Notification dated September 16, 2009, which instituted **“special handling procedures”** for impacted agencies to obtain assistance from NFC to correct employee’s personnel records.

To date there are several agencies that continue to display records that have not been corrected. An updated spreadsheet dated December 7, 2009, was provided by your dedicated Customer Service Representative (CSR).

We encourage agencies to utilize the procedures outlined in the Customer Notification dated September 16, 2009 entitled Nature of Actions (NOAs) out of Sequential Order on IRIS Screen 125 versus IRIS Screen 525 – Update.

When calling, please indicate that this is a **“special handling”** request related to out of sequential order NOAs and we will process your software problem report (SPR) as a special handling case. The normal SPR process will be bypassed to ensure the employee personnel record corrections are expedited.

Any agency having difficulty processing actions to correct this problem is asked to contact NFC’s Payroll/Personnel Call Center at 504-255-4630, Option 2, or the EmpowHR Help Desk at 1-888-367-6955.

sww/M3-10-004/004

“Tip of the Week”

Agencies are reminded to periodically review their reports received from NFC to ensure that the requirement for the report and the number of copies remain valid.